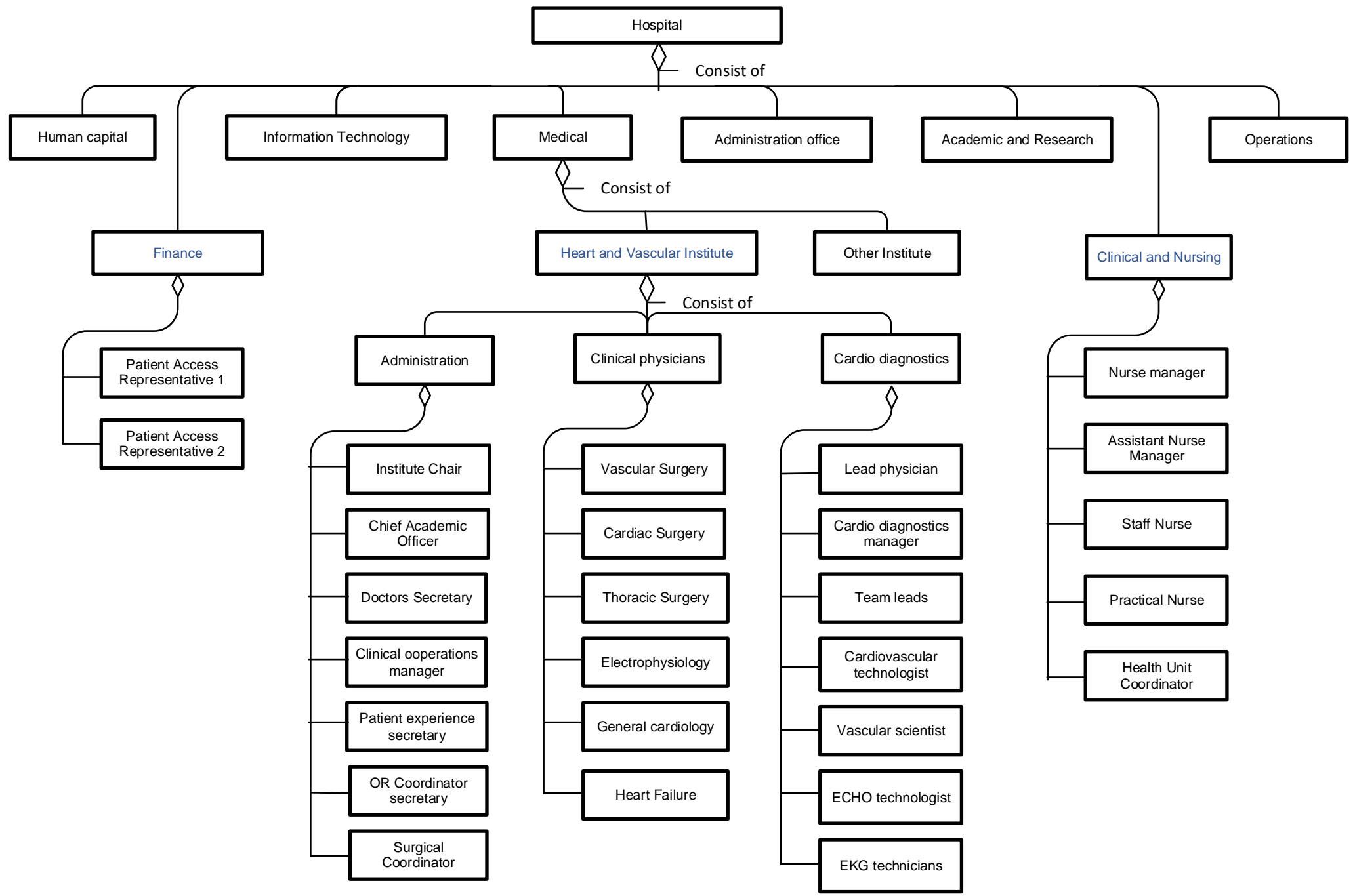


Appendix

Organizational diagram



Information Diagram

KEY

Information source
• Content

HVI service document

has types of

HVI department appointment report
<ul style="list-style-type: none"> • MRN • Patient name • Appointment date • Appointment type • Sign in time • Check in time • Patient phone number • Provider name • Appointment status • Type of visit • Department

HVI general consent form
<ul style="list-style-type: none"> • MRN • Patient name • Patient signature

HVI Financial estimates
<ul style="list-style-type: none"> • MRN • Patient name • Date • Amount paid • Patient signature

HVI payment receipt
<ul style="list-style-type: none"> • MRN • Patient Name • Date • Guarantor number • Department • Hospital account • Payment required • Source of payment

HVI patient sticker
<ul style="list-style-type: none"> • MRN • Patient name • Date of birth • Barcode

HVI station point report
<ul style="list-style-type: none"> • MRN • Patient name • Date of birth • Vitals • Patient history • Fall risk assessment • Pain level

HVI patient went home form
<ul style="list-style-type: none"> • MRN • Patient name • Date of birth • comments

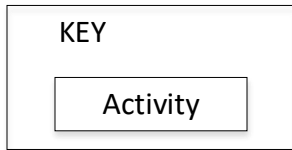
HVI patient waiting form
<ul style="list-style-type: none"> • MRN • Patient name • Date of birth • comments

HVI patient medical report
<ul style="list-style-type: none"> • MRN • Patient name • Date of birth • History • Assessment • Plans

HVI summary of after visit (AVS)
<ul style="list-style-type: none"> • MRN • Patient name • Date of birth • Vitals • Family history • Past surgical history • Social history • Medications

HVI test results
<ul style="list-style-type: none"> • MRN • Patient name • Date • Vitals • Ordering physician • Age • Gender • Detailed findings • Conclusion

HVI Task diagram



0. HVI service procedure

Plan 0: If the patient is coming for physician visit, do 1&2&3&5 in Oder. EXIT. If the patient is coming for cardio-diagnostic test , do1&4&5.in Oder. EXIT. If the patient needs both cardio-diagnostic test and physician visit, do 1 to 5. EXIT.

1.Register patients

2.Assess patients

3.Examine patients

4.Perform cardio-diagnostic tests

5.Check-out patients

Plan 1:Do 1.1 for all patients, If walk in patient, do 1.2&1.3. For any new patient do 1.4. then proceed to 1.5. if payment is required, do 1.6, otherwise jump to 1.7 &1.8.Exit.

1.1 PAR checks patient's documents

1.2 PAR checks the appointment list

1.3 PAR schedules new appointment

1.4 PAR calls patients to complete registration

1.5 PAR checks patient's insurance type

1.6 PAR receives payment from patients

1.7 PAR prints the patient's sticker and wrist band

1.8 PAR completes check in

0. HVI service procedure

Plan 0: If the patient is coming for physician visit, do 1&2&3&5 in Oder. EXIT. If the patient is coming for cardio-diagnostic test , do1&4&5. in Oder. EXIT. If the patient needs both cardio-diagnostic test and physician visit, do 1 to 5. EXIT.

1.Register patients

2.Assess patients

3.Examine patients

4.Perform cardio-diagnostic tests

5.Check-out patients

Plan 2:Do 2.1&2.2. if interpreter is required, do 2.3.otherwise jump to 2.4,if the patient is new do 2.5, if ECHO is required do 2.6,otherwise jump to 2.7 to 2.10 in order. EXIT.

2.1 Nurse picks up the patient's sticker and wrist band from the front disk

2.2 Nurse collects patient and put the wrist band on

2.3 Nurse calls interpreter

2.4 Nurse takes patient to examination room

2.5 Nurse measures weight and height

2.6 Nurse performs ECG

2.7 Nurse performs assessment

2.8 Nurse informs the physician that patient is ready

2.9 Nurse endorses the patient

2.10 Nurse confirms with physician to bring the next patient

0. HVI service procedure

Plan 0: If the patient is coming for physician visit, do 1&2&3&5 in Oder. EXIT. If the patient is coming for cardio-diagnostic test , do1&4&5.in Oder EXIT. If the patient needs both cardio-diagnostic test and physician visit, do 1 to 5. EXIT.

1.Register patients

2.Assess patients

3.Examine patients

4.Perform cardio-diagnostic tests

5.Check-out patients

Plan 3:Do 3.1, if patient did an ECHO test and the results are not ready, do 3.2,otherwise jump to 3.3. If the patient needs any test, do 3.4, if patient needs follow-up appointment, do 3.5.then do 3.6 to 3.8 .EXIT

3.1 Physician reviews patient information with the nurse (endorsement)

3.2Physician goes to ECHO study room to review the test results

3.3Physician performs the examination

3.4 Physician inform HUC or nurse that patient needs some tests

3.5 Physician informs HUC that patient needs follow-up appointment

3.6 Physician prepares the AVS

3.7 Physician asks HUC to print the AVS for the patient

3.8 Physician writes the medical report

0. HVI service procedure

Plan 0: If the patient is coming for physician visit, do 1&2&3&5 in Oder. EXIT. If the patient is coming for cardio-diagnostic test , do1&4&5.in Oder. EXIT. If the patient needs both cardio-diagnostic test and physician visit, do 1 to 5. EXIT.

1.Register patients

2.Assess patients

3.Examine patients

4.Perform cardio-diagnostic tests

5.Check-out patients

Plan 4:Do 4.1,if interpreter is required, do 4.2. If nurse presence is required do 4.3. Otherwise do 4.4 to 4.7 in order .EXIT. If patent needs to see a physician, do 4.8 as well. EXIT

4.1
Technologist collects patient and put the wrist band

4.2
Technologist calls interpreter

4.3
Technologist calls a nurse

4.4
Technologist takes patient to procedure room

4.5
Technologist perform the test

4.6
Technologist takes patient to check out area

4.7
Technologist prepare results report

4.8
Technologist takes patient to nurse

0. HVI service procedure

Plan 0: If the patient is coming for physician visit, do 1&2&3&5 in Oder. EXIT. If the patient is coming for cardio-diagnostic test , do1&4&5. in Oder EXIT. If the patient needs both cardio-diagnostic test and physician visit, do 1 to 5. EXIT.

1.Register patients

2.Assess patients

3.Examine patients

4.Perform cardio-diagnostic tests

5.Check-out patients

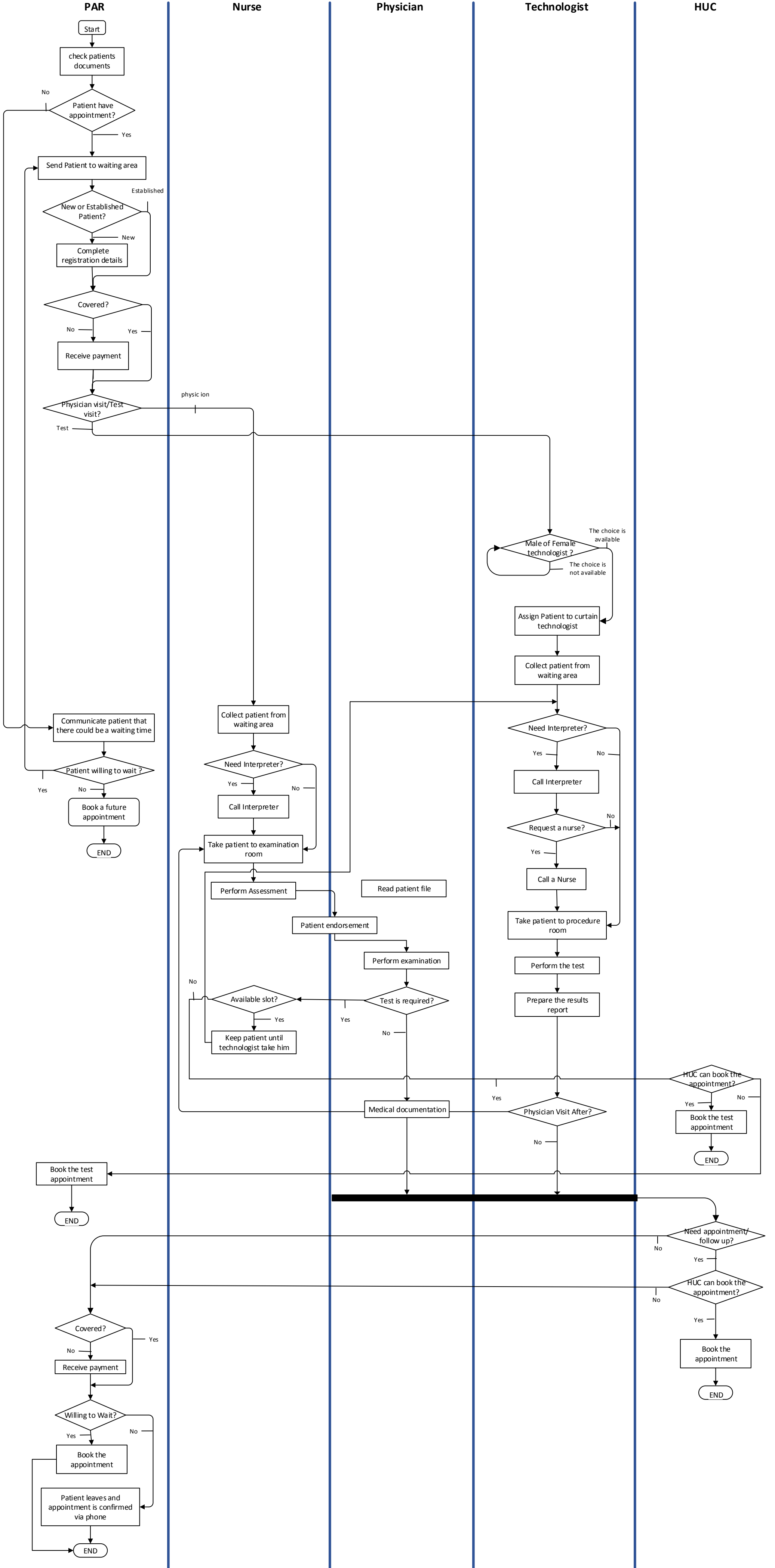
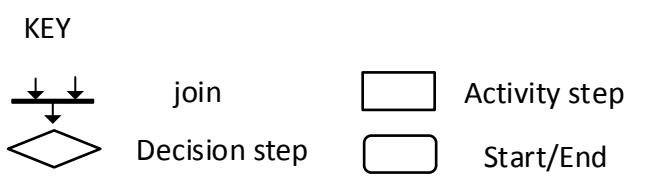
Plan 5:Do 5.1,EXIT. If HUC can't do it refer patient to PAR, if payment is required, do 5.2&5.3 In order. EXIT

5.1 HUC or PAR book the follow-up appointment

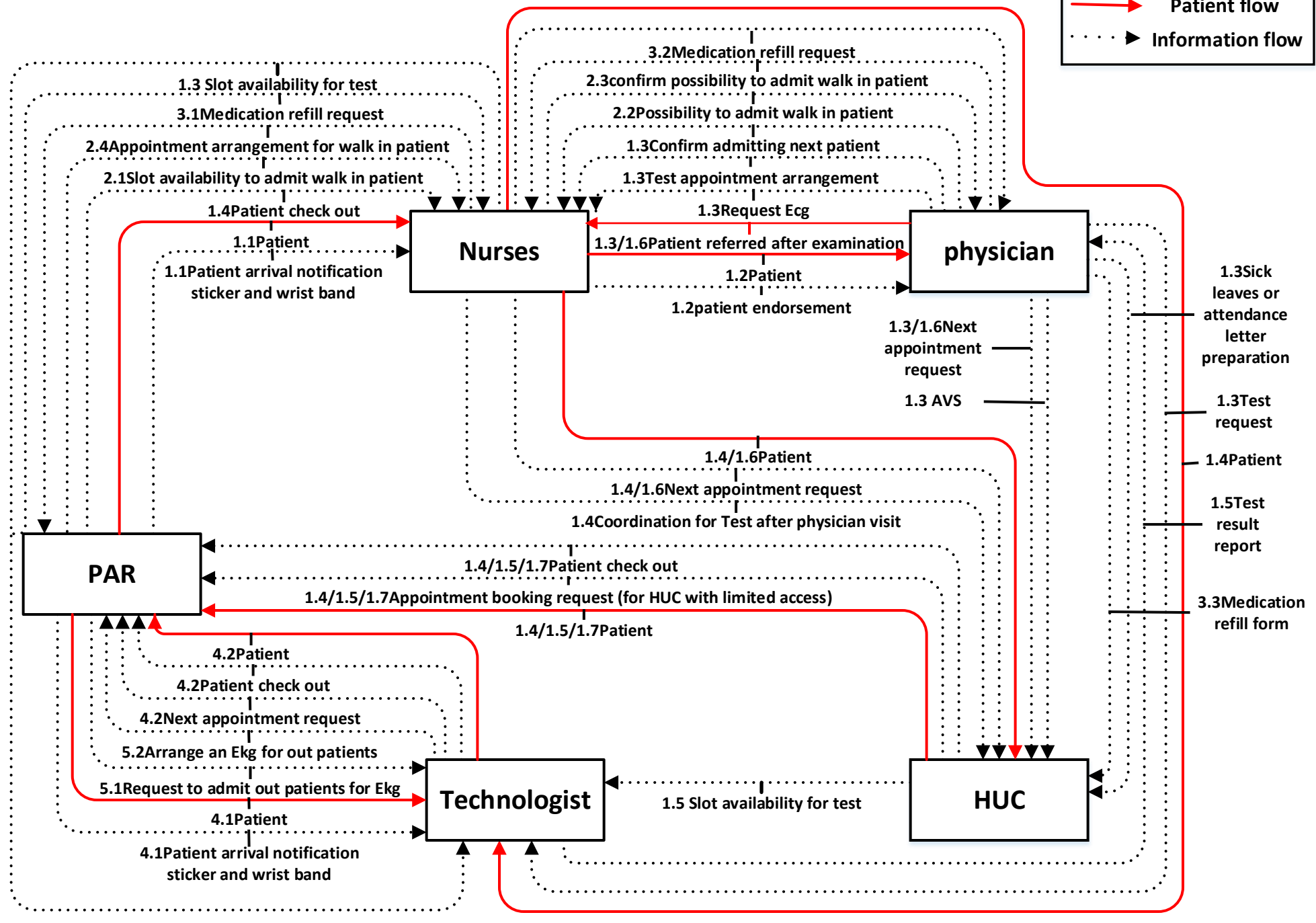
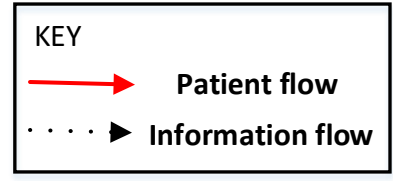
5.2 PAR check if all payment is done

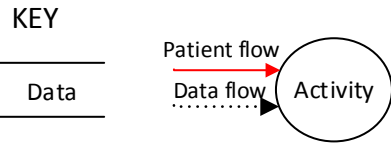
5.3 PAR receive payment from patient

Flow diagram

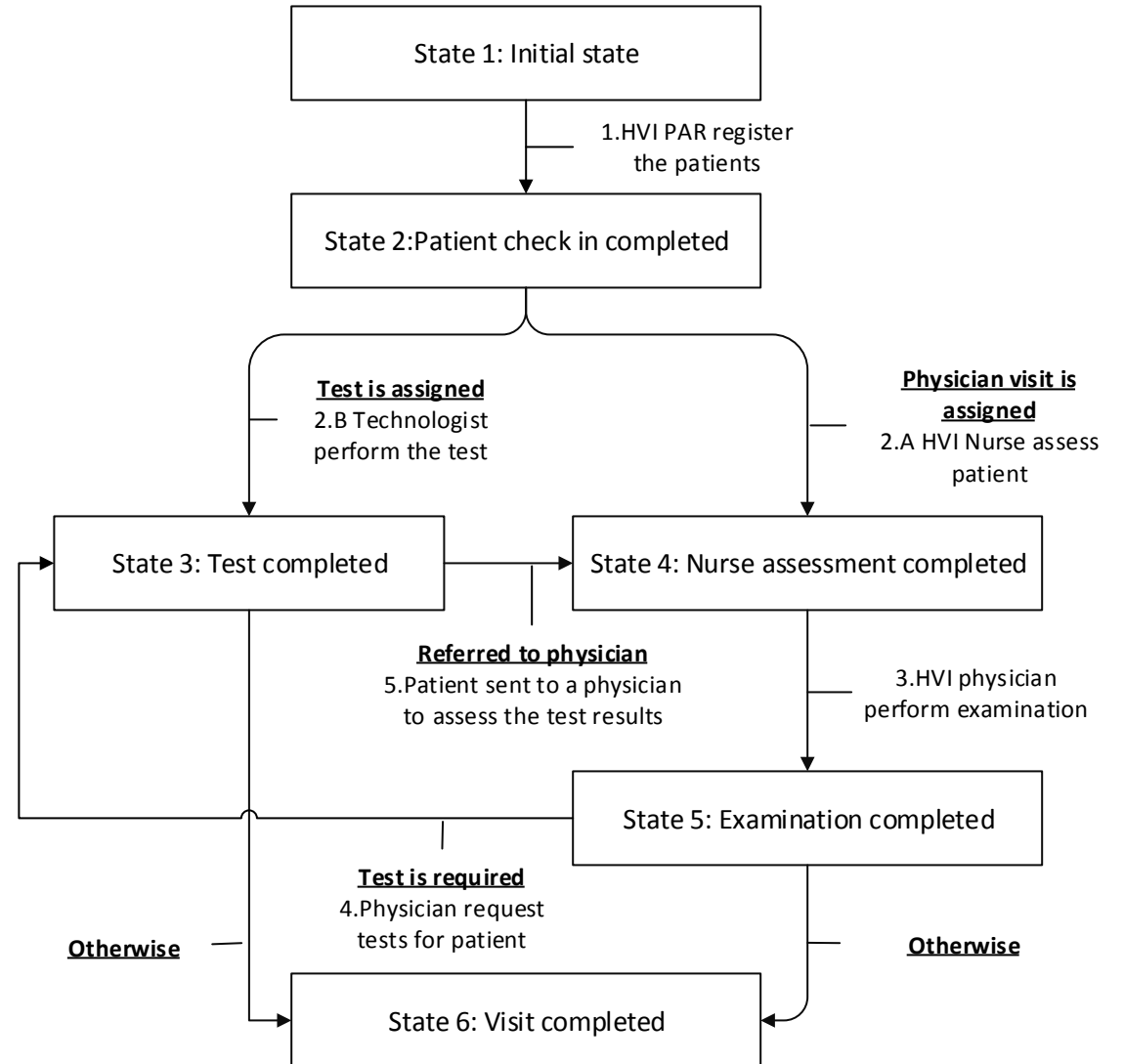
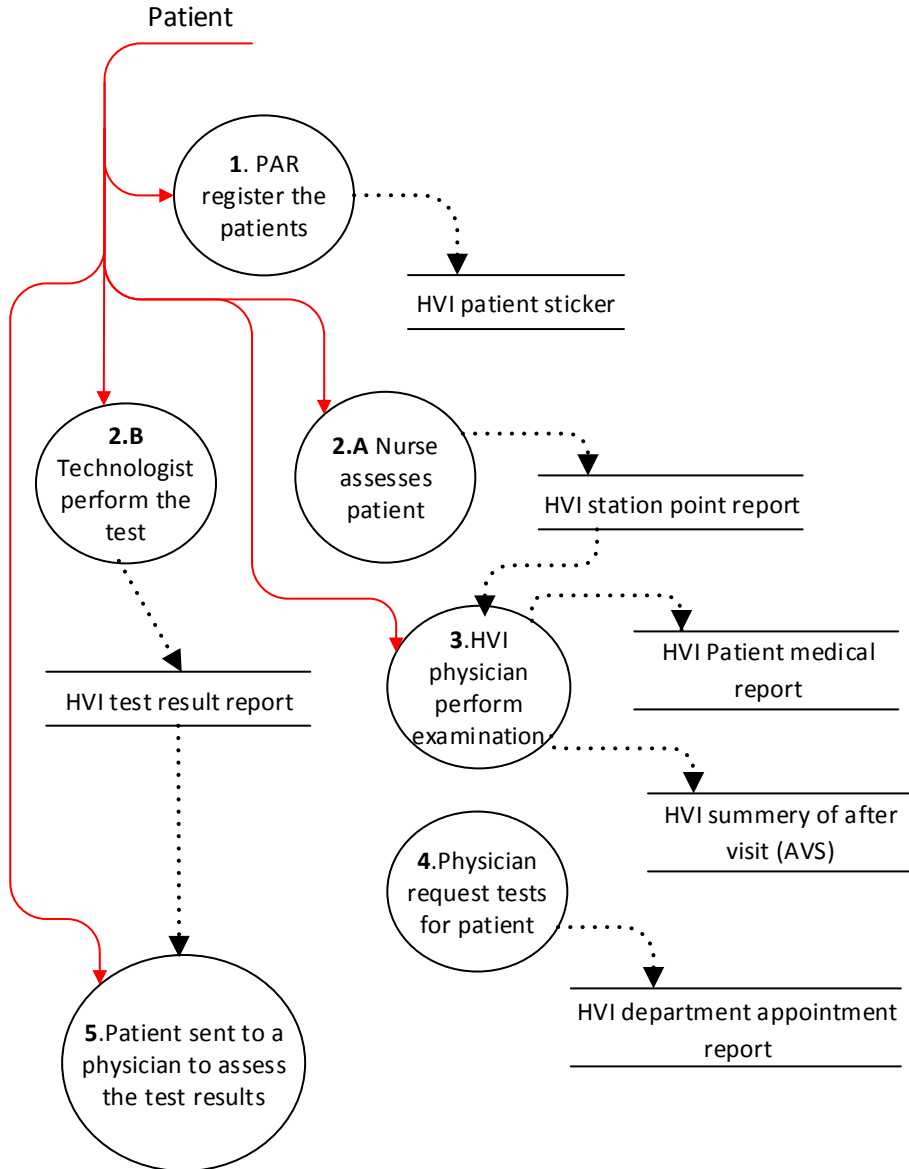
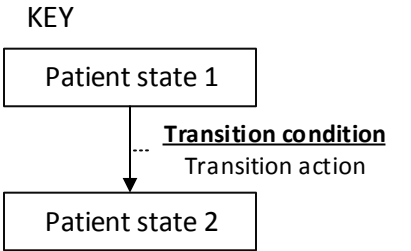


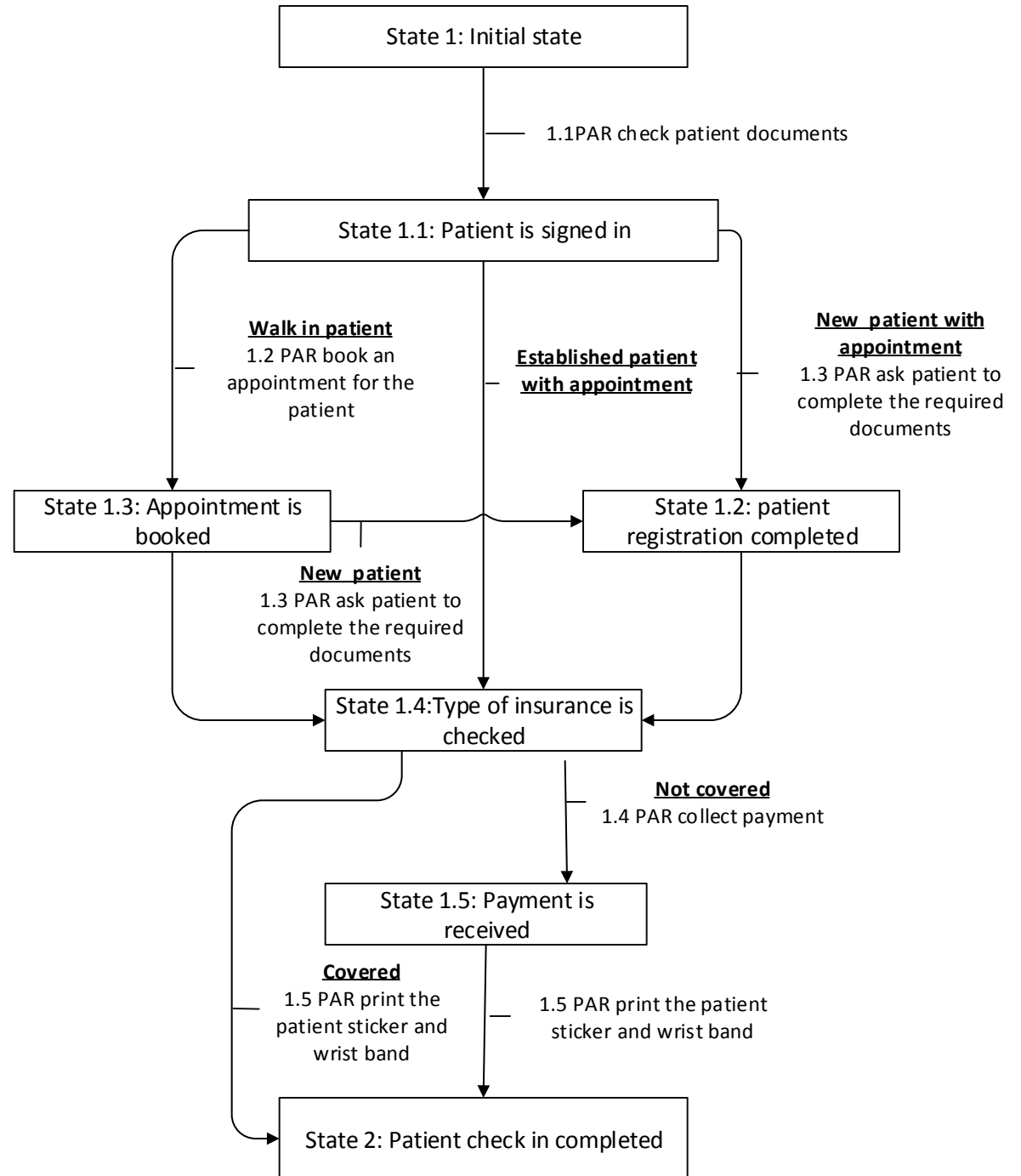
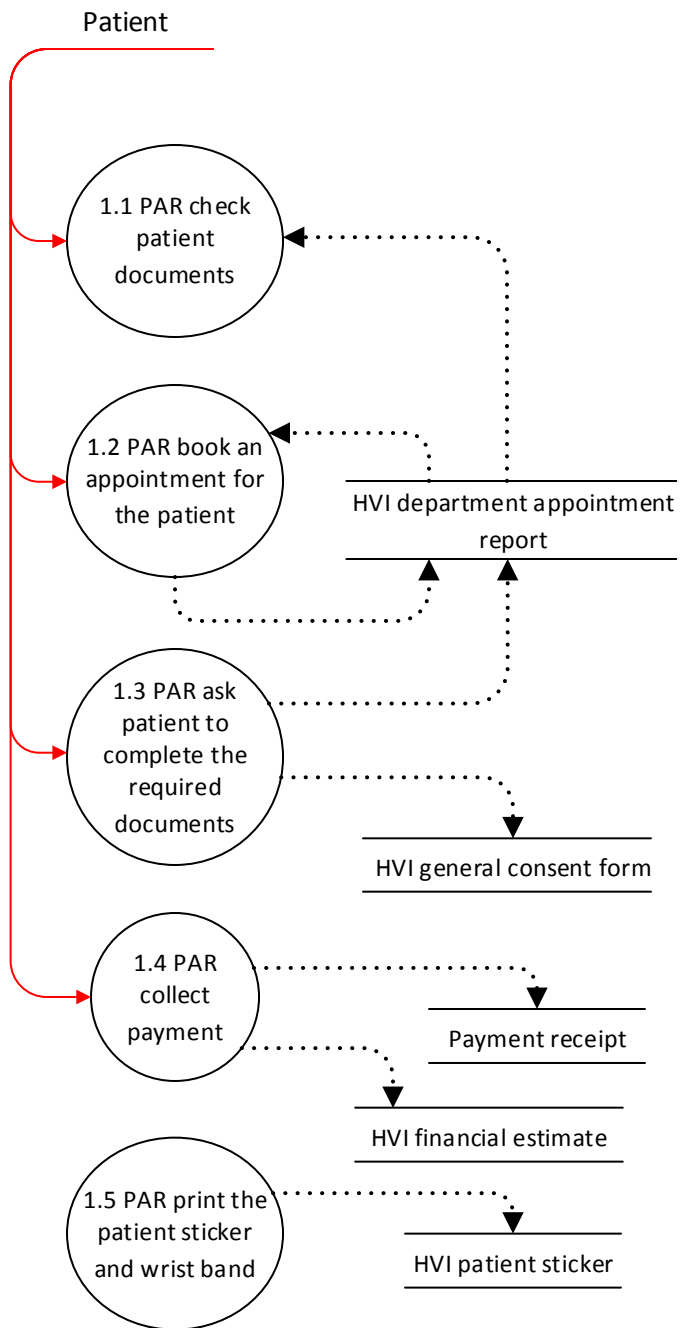
HVI Communication diagram

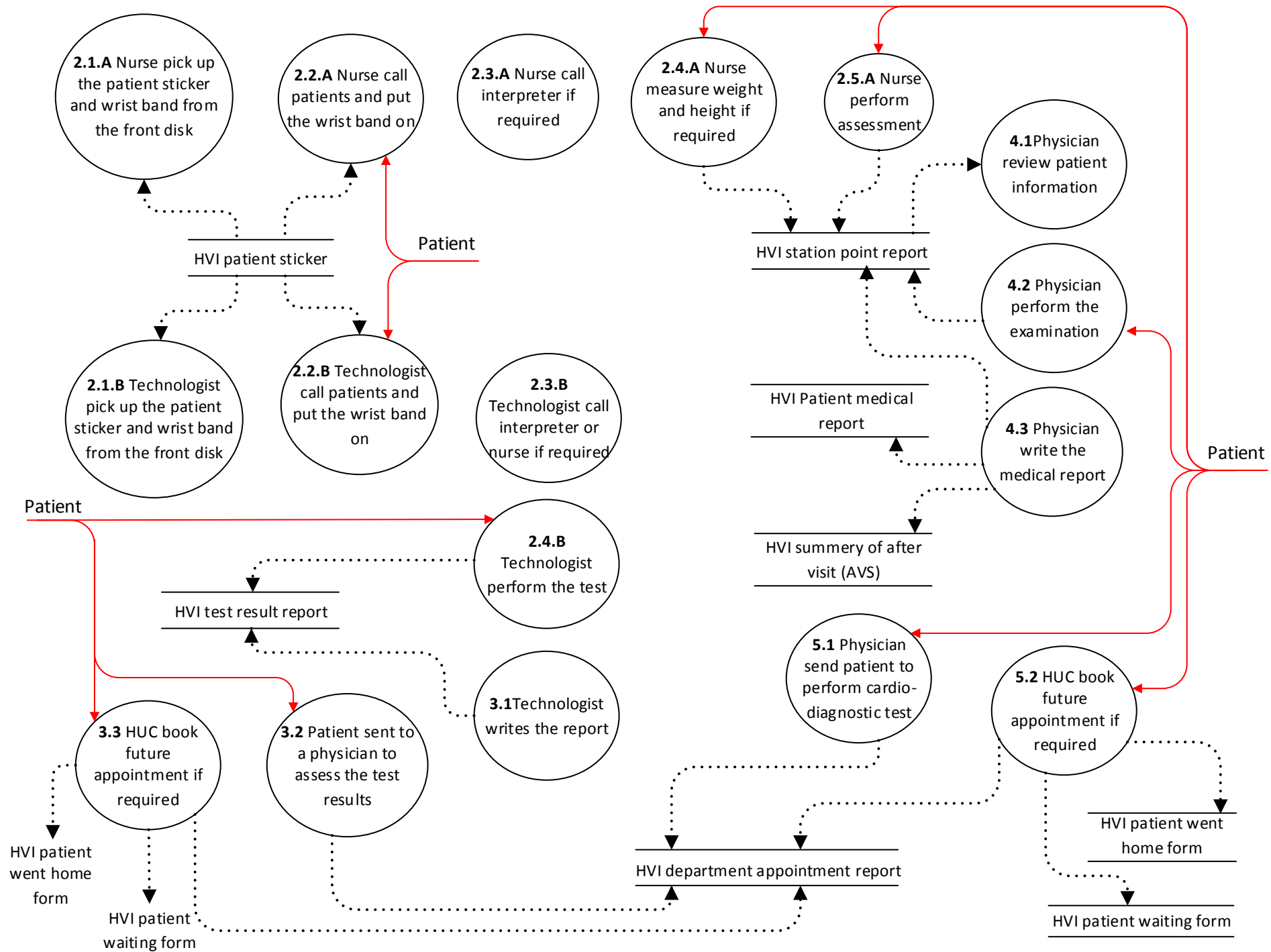




System diagram







Value Stream Map

